

Autonomy: Global Leadership, Financial Strength

Founded in 1996 and built on ground-breaking research carried out at Cambridge University, Autonomy (LSE: AU. or AU.L) has become the undisputed leader in the field of meaning based computing—managing and processing unstructured information such as emails, documents, phone calls and video. By automatically uncovering and releasing valuable information from the surrounding noise, Autonomy helps global organizations understand what matters.

Financial Strength and Presence in the Market

- Worldwide Presence
- Cash in Bank \$120m+
- \$60m Invested in R&D Annually
- Public company with a market cap of \$2.5Bn
- 2006 Revenues up 161% to Record \$250.7m
- 16,000+ Customers
- 300+ OEM Partners
- 350+ VARs and Integrators

Autonomy etalk offers companies the tools they need to optimize customer service and enhance customer-driven business strategies across the organization.

Intelligent and Strategic Customer Service

As the market leader in managing unstructured data, Autonomy extends its innovative technology into the contact center through etalk solutions. Autonomy etalk goes beyond traditional approaches to enable the Intelligent Contact Center, providing the ability to capture, share, and analyze critical data that flows through the contact center. With innovative technologies and years of experience managing large volumes of unstructured data in the contact center, Autonomy etalk offers companies the tools they need to optimize customer service and enhance customer-driven business strategies across the organization.

Autonomy etalk Solutions

- Multi-channel Interaction Analysis
- Real-time Agent Support
- Sentiment Analysis
- Customer Trend Spotting
- Performance Management
- Agent Script Adherence
- Call Recording for Compliance, Liability, and Risk Management
- Quality Monitoring
- Agent Evaluations
- Coaching and Training
- Customer Surveys



The Intelligent Contact Center

The Intelligent Contact Center allows organizations to process all the data that flows through the contact center—not just data that fits neatly into fixed databases—and facilitate the bi-directional sharing of that data across the enterprise. The Intelligent Contact Center relies on the intelligence-based functions of multi-channel interaction analysis and real-time agent support, as well as the fundamental tools for managing contact center performance. This is made possible through Meaning Based Computing technology, which enables organizations to understand the relationships that exist between disparate pieces of information and perform sophisticated analysis operations with real business value, automatically and in real time. The Intelligent Data Operating Layer (IDOL), the foundation for Meaning Based Computing, is the only enterprise-wide information infrastructure platform that forms both a conceptual and a contextual understanding of all an enterprise's information.

Multi-channel Interaction Analysis

Autonomy etalk's multi-channel interaction analysis technology enables organizations to automatically organize, categorize, and access contact center interactions – including recordings, text, email, and chat – based on their meaning. Autonomy etalk intelligently processes every interaction, as well as every element within those interactions, making that information searchable with unprecedented accuracy and speed. This solution delivers value across the enterprise, providing a much deeper understanding of customer needs, behaviors, and intentions.

Real-time Agent Support

Autonomy etalk's solution for real-time agent support gives contact center agents direct and immediate access to data, no matter where it is located across the organization. This provides agents with the most relevant, up-to-date information they need to answer customer questions quickly and accurately during an interaction. This tool uncovers conceptual matches to spoken or typed queries as well as automatically retrieves results based on the most recent conversation.

Contact Center Performance Management

Contact Center Performance Management includes the basic tools necessary to capture, evaluate, and enhance agent-customer interactions. Contact Center Performance solutions include call and desktop recording for compliance or quality, agent evaluations, coaching and training, and customer surveys. These solutions can work independently or with other Autonomy etalk solutions to ensure adherence to industry regulations and that quality service is being delivered.



The Intelligent Contact Center allows organizations to process all the data that flows through the contact center...

Contact Center Solutions

Autonomy etalk delivers a unified, centrally managed platform of contact center solutions. This platform, Qfiniti Enterprise, provides organizations with a myriad of tools to capture, analyze, understand, and share various types of data collected through a multitude of communication channels. With automated processes, intuitive enterprise search, and advanced analysis, Autonomy etalk delivers relevant and accessible intelligence that enables businesses to understand the meaning of customer interactions to deliver valuable insight across the enterprise.

Autonomy etalk Products

Qfiniti Explore™ — a multi-channel interaction analysis tool that delivers a conceptual understanding of customer interactions, allowing users to retrieve recordings based on their meaning.

Qfiniti Assist™ — the industry's only solution for real-time agent support that understands the customer need and instantly supplies agents with relevant responses during an interaction.

Qfiniti Observe™ — an intelligent call and desktop recording solution for compliance, risk management, and quality assurance.

Qfiniti Advise™ — the industry's most complete, easy-to-use system for measuring and evaluating agent performance and gathering root cause analysis.

Qfiniti Expert™ — an integrated eLearning technology that delivers targeted training directly to the agent desktop, providing the tools needed to enhance agent performance and productivity.

Qfiniti Survey™ — an automated post-call survey that provides immediate and accurate customer feedback, linking survey results directly to the interaction.

Services

Autonomy etalk supports its contact center solutions with a proven suite of professional services, including planning, design, implementation and deployment, training, enterprise system management, and expert consultation. This combination of products and world-class services gives businesses the confidence to create, deploy, and manage an Intelligent Contact Center.

Professional Services

- Solution Design
- Implementation
- Specialized Integration
- Training Services
- Wellness Check-ups
- Enterprise System Management

Technical Services

- 5/12 or 24/7 Technical Support
- VAR Certification Programs
- Global Support

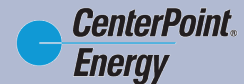
Business Consulting

- Quality Monitoring Program Assessment
 - Quality Monitoring Excellence Award
- Call Quality Calibration
- Benchmark Studies
 - Quality Monitoring Program Study
 - Reward and Recognition Study
- Call Center Operations Assessment
- Coaching Programs
- Call Library of Digital Recordings
- Six Sigma Training and Certification
- Workshops

Customers

Autonomy's etalk solutions have been used to build valuable, long-term customer relationships at contact centers worldwide, spanning the insurance, telecom, finance, healthcare, technology, utility, hospitality, and manufacturing industries. Autonomy helps leading organizations, including many of the Global 100, deliver outstanding customer service across multiple sites, time zones, languages, and technology environments.

Autonomy etalk Customers



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